

INTEGRATING SUSTAINABILITY INTO PROPERTY MANAGEMENT

19TH SEPTEMBER 2016



Agenda for the morning

- 08:30 Welcome
Lizzie Jones, Head of Sustainability, Savills
- 08:40 Managing Agents Partnership: an introduction
Sarah Ratcliffe, Programme Director, Better Buildings Partnership
- 09:00 Integrating Sustainability into Property Management: Core Provisions launch
Andries van der Walt, Head of Sustainability, JLL
- 09:20 Panel Discussion and Q&A
Abigail Dean, Head of Sustainability, TH Real Estate
Louise Ellison, Head of Sustainability, Hammerson
Lizzie Jones, Head of Sustainability, Savills
Andries van der Walt, Head of Sustainability, JLL

MANAGING AGENTS PARTNERSHIP: AN INTRODUCTION

Where it all began...



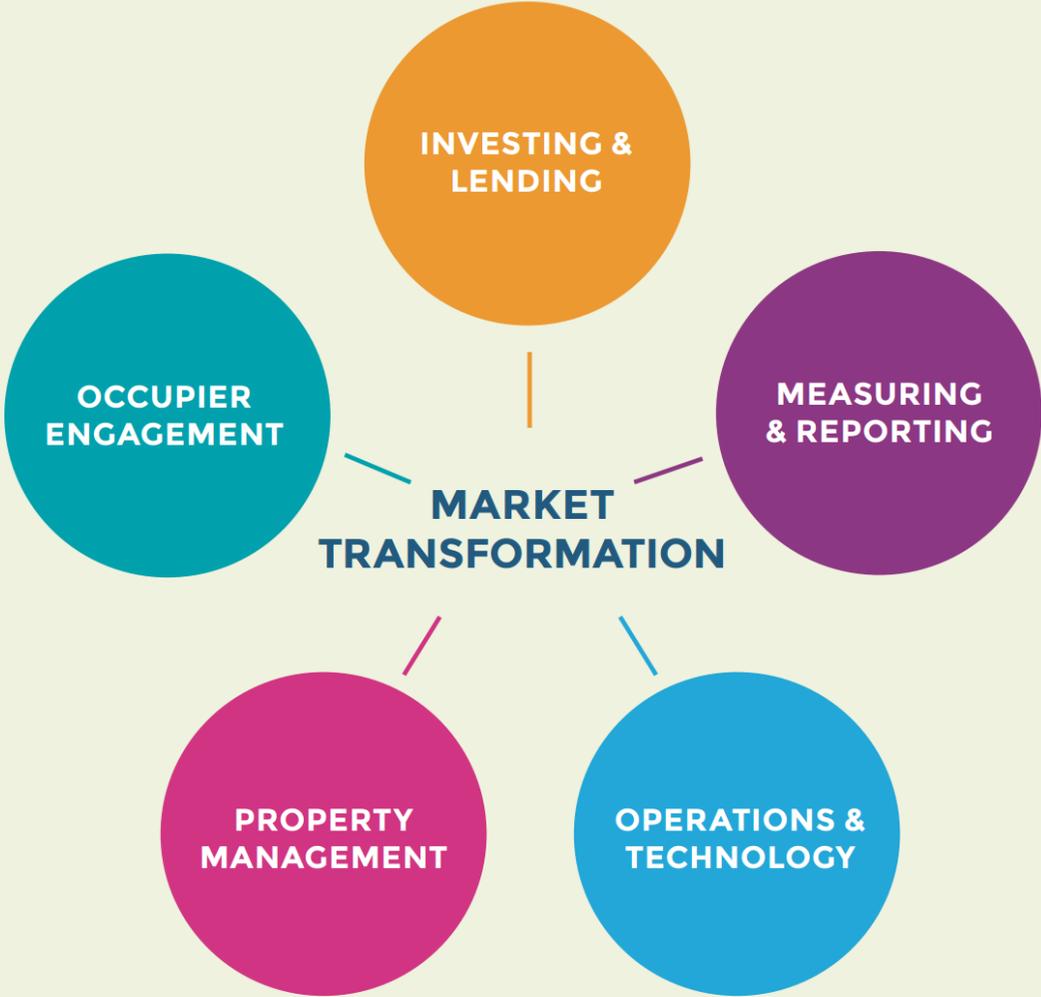
SHARE KNOWLEDGE

DEMONSTRATE LEADERSHIP

PROMOTE INNOVATION

INFLUENCE THE SECTOR

SUPPORT COLLABORATION



Managing Agents Partnership



The Managing Agents Partnership is

a collaboration of the UK's leading property managers with the aim of improving the sustainable management of commercial property.

Our aim is to

improve the sustainable management of commercial property by developing practical tools to support the wider industry.

What we do...

SHARE KNOWLEDGE

DEVELOP INDUSTRY STANDARDS

PROMOTE BEST PRACTISE

INFLUENCE THE SECTOR

SUPPORT COLLABORATION

BBP MANAGING AGENTS PARTNERSHIP

OUR RESOURCES | OUR MEMBERS | OUR PRIORITIES | ABOUT US

THE MANAGING AGENTS PARTNERSHIP IS A COLLABORATION OF THE UK'S LEADING PROPERTY MANAGERS WHO ARE COMMITTED TO IMPROVING THE SUSTAINABLE MANAGEMENT OF COMMERCIAL PROPERTY ASSETS.

MORE INFO

Our Members

ALL MEMBERS

CUSHMAN & WAKEFIELD | JLL | Knight Frank | mjm | savills

Latest Information

Integrating Sustainability into Property Management - Core Sustainability Provisions Launch
Join us for the launch of the BBP Managing Agents Partnership's first publication and hear how it will be...
[Event](#) | [Property Management](#)

Capita Puts Sustainable Property Management Guide into Practice
Capita Real Estate has launched the second edition of its Sustainable Property Management Guide. This...
[Case Study](#) | [Capita](#) | [Property Management](#)

BREEAM Outstanding for Broadgate Estates' New Office
When Broadgate Estates relocated to its new office, known as The Hub, the focus was on creating the right...
[Case Study](#) | [Broadgate Estates](#) | [Retrofit & Refurbishment](#)

Managing Agents Sustainability Toolkit
An interactive reference guide which sets out a full range of sustainability services which an owner should...
[Toolkit](#) | [Property Management](#)

MANAGING AGENTS PARTNERSHIP

The potential is vast...

29,000

10
AGENTS

PROPERTIES

2

CORE PROVISIONS FOR PROPERTY MANAGEMENT

The role of a Managing Agent



Crystal Peaks Shopping Mall and Retail Park



Workman puts Hermes Investment Management's Responsible Property Investment (RPI) strategy into action on a daily basis at 50 properties. At Crystal Peaks near Sheffield, the partnership between Hermes and Workman has delivered clear commercial, environmental and social benefits, demonstrating what can be achieved when owners and managing agents work effectively together on sustainability.

53% REDUCTION IN ENERGY USE SINCE 2008, SAVING OCCUPIERS £433,000

£53,600 INCOME FOR HERMES FROM SOLAR PV AND 10% LOWER ELECTRICITY RATES FOR OCCUPIERS

£103,400 PR VALUE FROM COMMUNITY INVESTMENT, SUPPORTING FOOTFALL AND SALES

“Workman has shown a determined commitment to take on Hermes' ambitious sustainability requirements and implement them across the complex and diverse portfolio they manage on our behalf.”

Tatiana Bosteels, Head of RPI at Hermes Investment Management



Regis House, London



Located in the heart of the London Bridge area, the building experiences some of the heaviest footfall in central London and achieved significant sustainability improvements since 2013.

Regis House has consistently placed within the top ten of the annual CCA Platinum Award Winners and a shining example of how a building can achieve recognition for its outstanding commitment to sustainability.

25% REDUCTION IN RUN TIMES

70% ELECTRICITY REDUCTION FOR OWNER & COMMON AREA LIGHTING

70% GAS REDUCTION

WATER REDUCTION: 1ST YEAR 10%, 2ND YEAR 20%

WON SEVERAL AWARDS, MOST RECENTLY GOLD CERTIFICATE AT 'CITY IN BLOOM' SEPT 2016



The challenge...

- ❑ Growing client interest = increasing demand
- ❑ Varying client interests = varying demand & expectations
- ❑ Varying demand & expectations = wide variation in how sustainability services are defined & approached
- ❑ New area of expertise = new skills required

Led to a reactive rather than proactive response & market inconsistencies

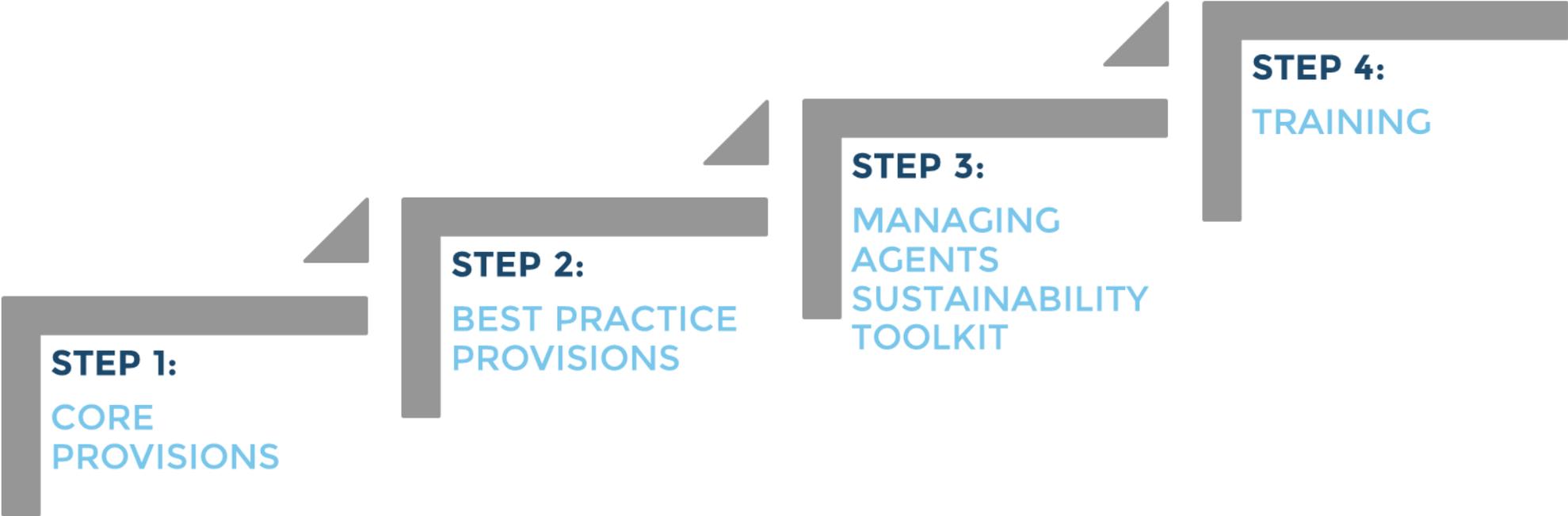
Aim

To provide greater clarity, transparency and standardisation around the sustainability services that managing agents should provide.

Why?

- ✓ Reducing risk through proactive management
- ✓ Greater responsiveness to client demand
- ✓ Closer engagement with occupiers
- ✓ Developing 'added value' services for clients

Work programme



Sets out the key activities which should be undertaken by any managing agent as part of their standard property management offering to clients.

Provides practical guidance on the implementation of these activities

Should be used as a starting point when drafting Property Management Agreements.



Who is it for?



What does it cover?



MANAGING
COMPLIANCE



UTILITES



WASTE



PROCUREMENT



SKILLS AND
COMPETENCE



OCCUPIER
ENGAGEMENT



MAINTENANCE
& ALTERATION



HANDOVER

How will it be used?



Next steps?



PANEL DISCUSSION / Q&A

Panel discussion



Sarah Ratcliffe
Programme Director
**Better Buildings
Partnership**



Abigail Dean
Head of Sustainability
TH Real Estate



Louise Ellison
Head of Sustainability
Hammerson



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www.managingagentspartnership.co.uk

